SIEMENS

Event Log

SP

Troubleshooting Guide

System

Service Information

Document revision level

The document corresponds to the version/revision level effective at the time of system delivery. Revisions to hardcopy documentation are not automatically distributed.

Please contact your local Siemens office to order current revision levels.

Disclaimer

The installation and service of equipment described herein is to be performed by qualified personnel who are employed by Siemens or one of its affiliates or who are otherwise authorized by Siemens or one of its affiliates to provide such services.

Assemblers and other persons who are not employed by or otherwise directly affiliated with or authorized by Siemens or one of its affiliates are directed to contact one of the local offices of Siemens or one of its affiliates before attempting installation or service procedures.

Table of Contents 3

Preconfiguration of event log

The imaging system event log is created preconfigured.

- Select "Local Service/ Configuration/ Service/ Eventlog".

Fig. 1:   Configuration of Event Log Tool

- Configure the event log by selecting the three checkboxes as shown above (default).

Explanation of event log configuration:

Log only service messages

All messages classified as service and customer messages are logged. Developer messages are not logged in the event log.

Display service messages

All messages classified as service and customer messages are displayed. Developer messages are not shown in the event log.

Display sequence number

The sequence number of an event takes up considerable space in the event log window and can be removed by deselecting it.

Event log

The event log can be started from the service main menu by clicking the Event Log button on the Navigation bar. The event log is started in a separate window so that it can be evaluated in parallel with other service functions. It opens with default values and the Function Frame area is empty.

Enter event log

- Log in to Local Service.
- Open the event log.

Fig. 2:   Event Log tool

Functional description of the event log

Domain

The event log is used to view and manage events. Events are collected in groups also known as 'domains'. In order to make the event log more easily surveyable, each domain has its own log file. Normally, only "Application" is used.

The following domains are selectable:

Application
CustomerLog
Security
System

Application (default) Messages from all running applications (e.g.: syngo®, database applications, modality-specific applications) are recorded in this log file.

CustomerLog The customer log shows service activities (e.g. if a local or remote service session is active or a service application has been activated) to the customer in the Remote Service Access Control Platform.

Security Security events are recorded in the security log file, e.g. attempts to log on to the system. The security event trigger is normally turned off. It can be activated via the operating system User Manager application. Log in as administrator and start the User Manager application <Administrative Tools> <User Manager>. Then select the <Policies> <Audit...> option to enable/disable the security events.

System The system log records events of operating system components. For example, a driver that failed to launch during startup.

Severity

This is a classification of the error/messages supplied by the standard Windows® software.

Error
Warning
Information
All

Error - A function could not be completed because of a problem within the system; the problem possibly cannot be handled internally (best search choice for rough error localisation).

Warning - A message to alert the user of a possible error condition; will be handled internally by the system.

Information - Any additional information that could be useful for troubleshooting and messages announcing that a function was completed successfully (e.g. status message concerning disk usage).

All - All severities will be selected (best choice for detail information).

Facility

The facility is a more detailed, syngo®-based classification of errors and messages. Four facilities have been established and are displayed each in a different format. For an overview of the events use "Customer" and for detailed information use "Service."

Siemens AG
Medical Solutions

SP00-000.840.01.04.02
10.05

Page 7 of 46
CS SD 24

Event Log

Facility	**Font**
Developer	Italics
Service	Normal
Customer	Bold
User-defined	Normal

Developer messages classified as developer, service and customer messages are displayed.

See chapter on preconfiguration, under "Log only Service Messages".

Service (default) All messages classified as service and customer messages are displayed. Developer messages are not shown.

Customer messages classified as customer messages are displayed as a message box on the monitor screen. This includes important error messages and also customer indices. These messages are displayed in bold in the event viewer.

User-defined Each modality (SP, AX, CT, MR,...) may define special (user-defined) additional facilities for each of the standard facilities (developer, service, customer) to get an even more detailed, classified error/message.

Extended

All messages logged with the syngo® message logging mechanisms have additional information stored as **binary data** that can be made visible by activating this checkbox. Recommended for service.

NT Messages

If this option is selected, messages from the operating system (Win NT) are displayed (e.g. driver initialization failed, process not started, etc.).

Default: Depends on the Domain selection. The NT Messages filter is automatically active for System, Security and Customer Log. Recommended for service.

Search Pattern

This option is used to search for specific text in the Message Text area of the messages. The search pattern is not case sensitive.

Source name

The source name has the format <BU>_<Component>, e.g. the filming component is displayed as CAP_FL. The software factory uses the abbreviation CAP or CSA as the Business Unit identification. All other business units (divisions) use their regular abbreviations (SP, MR, CT, AX....).

To reduce the number of messages, use wildcards. For example, **ASP*** is used to display all messages where the source name begins with ASP.

Default: *

Examples of sources:

ASP_BIC
ASP_BSC
ASP_ASM
CSA_DB
ASP*

An explanation of source name abbreviations can be found in the chapters entitled "Imaging system source table" and "syngo® source table".

Message ID

Use this option to search for a specific Message ID number. Enter the Message ID number to look for. This shows you how often a particular Message ID occurred in a certain time period.

NOTE	**You may find the same Message ID number in different sources. Enter the filter source first (e.g. CAP_FL) and then define the Message ID you are looking for.**

Search order

Default: Newest first

Newest first

The most recent of all filtered messages is displayed at the top.

Oldest first

The oldest of all filtered messages is displayed at the top.

Message limit

Defines the maximum number of message lines that are displayed in the output window.

Default: last 100 messages.

Depending on your own requirements, leave this field blank or type in a higher value to get a larger number of messages.

Siemens AG
Medical Solutions
SP00-000.840.01.04.02
10.05
Page 9 of 46
CS SD 24
Event Log

NOTE	**Please note that this value limits the output of the message lines.**

Extract to File

Use this function to save the output results of the event log to a file.

Enter a file name like

ut1005_27_10_2003_EventLog.txt

Explanation of file name:

ut1005=product maintenance unit or Rdiag Prefix and system serial number

27_10_2003= creation date of the LogFile (day, month, year)

EventLog = Type of text file

The file is created in the C:\<medhome>\service\extract directory.

The name <medhome> varies depending on the product: for UROSKOP Access <med-home>=Aspia; ARCADIS systems <medhome>=Aspia; Digiscan M <medhome>=ASCR; Mammomat NovationDR <medhome>=AWS

For later evaluation, the file can be transferred to headquarters via FTP using the File & Image Tools function.

The "maintenance unit" of the product can also be found under

Local Service/ Configuration/ Local Host/ Site Info.

Maintenance Unit/Rdiag Prefix	Product
ut	UROSKOP Access
MG	Digiscan M
ot	Siremobil ISO C
cv	ARCADIS Varic
co	ARCADIS Orbic
ca	ARCADIS Avantic
mn	MAMMOMAT Novation DR

Functional description of the event log file

The event log from the imaging system is based on the Windows® event log.

All entries in the event log are logged in chronological order starting with the system boot-up.

Events are errors, warnings and information.

In the event of an error, SW module processes are repeatedly stopped and restarted. Thus error messages can occur repeatedly without affecting the user. You must therefore always evaluate that day's entire event log.

Each event log should contain information, warnings and the error to monitor each occurrence.

Extended messages are also strongly recommended since this is where some software modules provide detailed information.

The NT messages checkbox is also useful since system messages are logged in conjunction with the operating system.

Another way to get more information about an entry in the event log is to double-click the ID number. A new information window then appears.

Explanation of the event log file:

The output from the event log is divided as follows:

Severity   Date   Time   ID   Source   Message Text
Extended Info
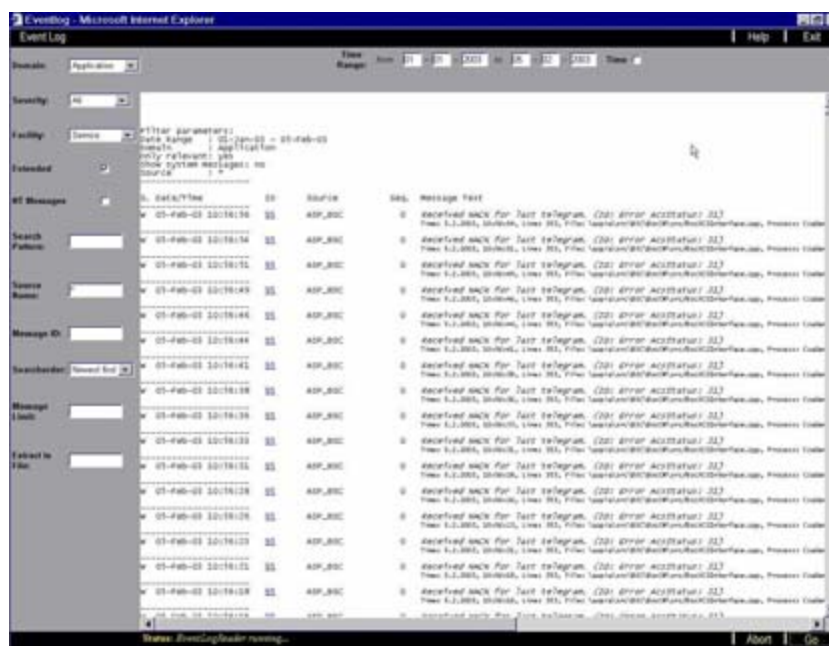
Fig. 3:   Event Log data

All severity entries are displayed with their abbreviations:

Severity	abbreviation
Information	I
Error	E
Warnings	W

ID

The ID represents the special message number from the source that released the event. If you double-click the ID, a detailed message window appears.

Source

The source contains the software component and its software module in a single name (e.g. ASP_BIC).

Refer to the chapters on "Imaging system source table" and "syngo® source table".

Component	Description
ASP_*	Messages from system (Aspia)
CSA_*	Messages from syngo®
CAP_*	Messages from syngo®

Message Text

The message text gives you a general description of the event. If you have previously selected the Extended checkbox, the extended text line with a time stamp provides additional information.

Time Range

This filter limits the output to the number of messages valid for the desired date and time range.

Default: current day

From Enter the starting date and time of the range.

To Enter the end date and the time of the range.

Time (Default: previous hour) To enter a time range, select the Time checkbox. The time fields are displayed.

NOTE	**The time range should be kept as short as possible to avoid log files containing several megabytes of data.**

Creating an event log file

General

The event log can be started from the Service Main Menu by clicking the Event Log button on the navigation bar. The event log is started in a separate window so that it can be evaluated in parallel with other service functions. This window opens with default values and with an empty Function Frame area.

Event log

- Log into Local Service.
- Open the event log.

Fig. 4:   Event Log tool

Creating an application event log

- Log into Local Service and select the "Event Log" from the menu bar.

The application event log consists of all messages of the imaging system components.

The following parameters have to be selected:

- Domain: Application
- Set time range (default, one whole day)
- Facility: Developer
- Severity: All
- Select the Extended checkbox.

- Select the NT Messages checkbox.
- Leave Message Limit empty (default 100 lines).
- If required, extract the application event log to a file, e.g. ut(systemserial#)_(DD_MM_YYYY)_AppEventLog.txt.

Example: "ut1005_27_10_2003_AppEventLog.txt"

Explanation of file name: ut1005= product prefix and system serial number; 27_10_2003= creation date of the LogFile (day, month, year); AppEventLog= type of event log

- Click Go.
    - ⇨ An event log file is generated and written to c:\<medhome>\Service\extract.

Creating a system event log

The system event log consists only of messages from the operating system.

The following parameters have to be selected:

- Domain: System
- Set time range (default, one whole day)
- Facility: Developer
- Severity: All
- Select the Extended checkbox.
- Select the NT Messages checkbox.
- Leave Message Limit empty (default 100 lines).
- If required, extract the system event log to a file, e.g. ut(systemserial#)_(DD_MM_YYYY)_SystEventLog.txt.

Example: "ut1005_27_10_2003_SystEventLog.txt"

Explanation of file name: ut1005= product prefix and system serial number; 27_10_2003= creation date of the LogFile (day, month, year); SystEventLog= type of event log

- Click Go.
    - ⇨ An event log file is generated and written to c:\<medhome>\Service\extract.
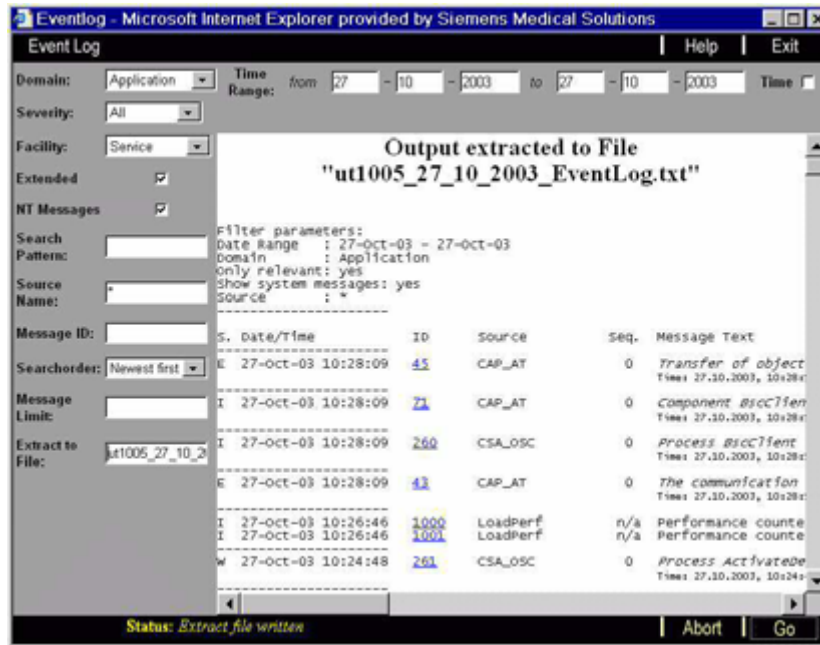
Fig. 5: *Event Log data written to...*

Finding or sending log files

Location of extracted log files

All files extracted from the service software are written to:

C:\<medhome>\service\extract

The name <medhome> varies depending on the product.

e.g.: UROSKOP Access <medhome>=Aspia; Digiscan M <medhome>= ASCR; ARCA-DIS systems <medhome>=Aspia; Mammomat NovationDR <medhome>=AWS

Sending the event log files with remote service

Remote service has already been installed and is in operation.

- Open Local Service.
- Select File & Image Tools.

Siemens AG
Medical Solutions

SP00-000.840.01.04.02
10.05

Page 15 of 46
CS SD 24

Event Log
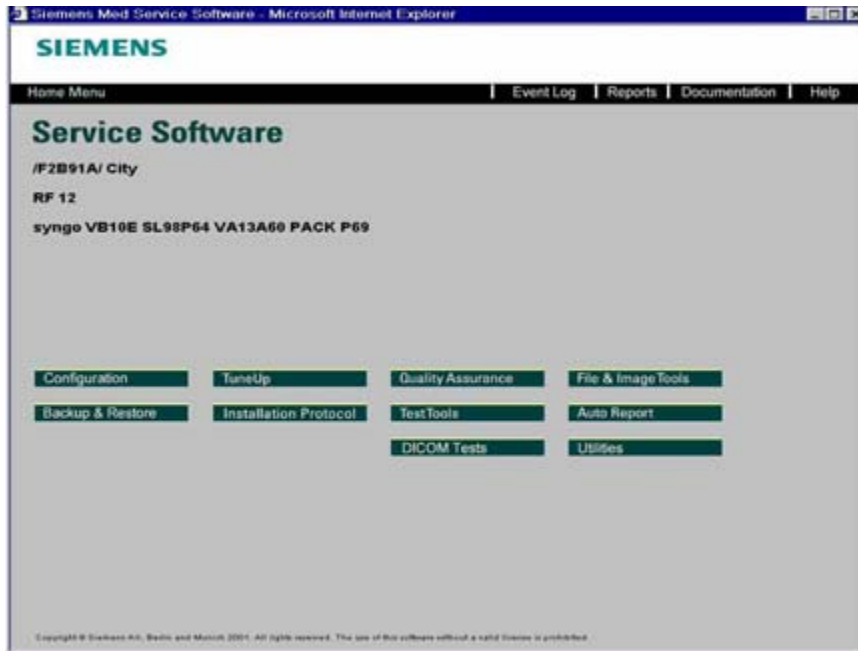
Fig. 6:   Local Service

- Select Extract List from the Source selection bar.
- Select Transfer from System from the Action selection bar.

In the Site Directory are all of the files available for extraction.

Fig. 7:   File & Image Tool

- Select your file with the mouse.
- Click Go to start the file transfer.

Service log file for UROSKOP Access

General

With imaging system software version VA13C and later, all important log files of the imaging system are written on a daily basis to a compressed file (LogFile.zip) during boot-up of the imaging system. Example of a LogFile.zip: ut1005_12_01_2004_LogFiles.zip.

The imaging system manages log files for a max. of 12 consecutive days.

The present imaging system software version VA14X contains this zip file tool which is installed and activated automatically.

Creating a service log file for UROSKOP Access

Use the "spsavelogs" command from the command line of the imaging system (Utilities/ Escape to OS) to update the LogFile.zip at any time.

- Log into Local Service or Remote Service (Full Access Mode required).
- Select Utilities.
- Select Escape to OS from the selection bar.
- Enter "spsavelogs" in the parameter line.
- Click Go to update the current LogFile.zip.

Content of LogFile.zip

The compressed LogFile.zip also includes the following log files.

- Application Eventlog
- System EventLog
- Configuration
- System Logs
- Dr Watson Error

Location of LogFile.zip

All generated Logfiles.zip are stored in C:\aspia\log.

- Log into Local Service or Remote Service.
- Select "Reports".
- Select "Process Diagnostic".

All system log files and the LogFile.zip created by the system are visible.

E.g. ut1005_12_01_2004_LogFiles.zip

Important messages from the imaging system

The following list specifies the most important source messages.

Depending on your own requirements and the specific system problem(s), you must filter the event messages based on the source name of the event log (e.g. ASP_SCU, see chapter on event log to find out how to use source names for a filter).

All other source messages not listed here are important only for the development department.

Source	Explanation
ASP_SCU	Messages from UROSKOP Access
ASP_GEN	Messages from Generator
ASP_XCU	Messages from XCU Interface
ASP_BIC	Back End Image Chain (image chain, ccd camera, image disk)
ASP_DIS	Messages from Image Chain, also Graphics Display Manager, (Genesis card)
ASP_MIX	Med Com Import/Export, Data exchange Aspia syngo® (Versantd)
ASP_BSC	Messages from image system, task information
ASP_CMN	System shutdown messages
Versantd	System start message from syngo® Versantd database, only if NT Messages is selected in the event log
CAP_AN	Messages from archive to network, local and CD

Also refer to the chapter on Imaging system source table and syngo® source table.

Troubleshooting tip

- Check the system when it starts and how many times it is rebooted each day. (Refer to "Boot table of imaging system" in this chapter)

- Burning CDs or network messages

    ⇨ CAP_AN_XXX

- UROSKOP Access messages

    ⇨ ASP_SCU_XXX

- After each system boot-up, the XCU component sends the message "Generator has been turned on".

    ⇨ ASP_XCU_XXX messages

- If the system has to be started twice in the morning (in case the customer switches the system off in the evening), check to see whether the message CAP_PR_32 (message text "Shutdown cancelled.") is logged.

- Image chain messages:

    ⇨ ASP_DIS and ASP_BIC

    The image chain consists of:

    - TV camera
    - CCI board
    - Genesis graphic board
    - D1 power supply board from the image container

Source	ID	Message Text	Meaning
ASP_DIS	34	Acquisition image chain HW fatal error message	Hardware error on Genesis board, replace the PC
ASP_DIS	51	Acquisition image chain software warning message	DISStop acquisition, saving error during framegrabbing of images, normally corrected by system, check the exposure footswitch, check the power supply D1 of image container.
ASP_DIS	40	Image disk transfer warning message	Refer to the extended message text for detailed Information, look for further ASP_DIS messages.
ASP_DIS	54	Acquisition image chain software warning message	Refer to the extended message text for detailed information; look for further ASP_DIS messages. If the problem exists permanently in conjunction with ASP_DIS 51, replace the PC.
ASP_BIC	143	Error from disk full	DIS causes a general stop failure, check for further ASP_DIS messages, check power supply D1 of image container, check free space on disk, drive C: should have more than 600MB free space

Siemens AG
Medical Solutions   SP00-000.840.01.04.02
10.05   Page 19 of 46
CS SD 24   Event Log

- Messages from the generator

    ⇨ ASP_GEN. The message ID is identical to the message ID from the Polydoros
       SX 65/ 80. Look for more information in the Polydoros SX 65/ 80 error help file.

Shutdown and boot sequence of the imaging system

The boot and shutdown sequences of the imaging system of the UROSKOP Access VA14X can be followed via the switch "System Messages on" in the event log. This allows you to determine whether the imaging system is booting up and shutting down correctly.

Since it is not possible to list all start and stop events, the tables below contain the most important events in chronological order.

Various error messages from network services (e.g. HIS/ RisServer failed) are possible that are not listed here and are generally not significant.

Shutdown table of the imaging system

Severity	Source	ID	Message Text	Status
E	ASP_BSC	4	Received unknown parameter for CU filter from ARM (Host connection true)	The off switch was actuated, the shutdown sequence is initiated.
W	ASP_BSC	95	Received NACK for last telegram. (ID: Error AcsStatus: 31) or Received NACK for last telegram. (ID: Error AcsStatus: 60)	The X-ray system has been switched off, no communication.
E	ASP_CMN	75	MBE is forcing image system shutdown	The Aspia software modules are being closed.
W	CAP_PR	35	Shutting down	syngo® is starting the shutdown process
W	CAP_PR	32	Shutdown canceled	Normal syngo® message
I	CAP_AT	70	Component ....terminated successfully	Various shutdown messages

Boot table of imaging system

Severity	Source	ID	Message Text	Status
I	Versantd	0	No message text found! The following insertion string(s) are used, "Versantd: Network Services updated the Registry"	System has been switched on, the syngo® boot process is started
I	CAP_AT	71	Component .....initialization successful	Various software modules have been started successfully
E	FLEXlm	0	No message text found! The following insertion string(s) are used, "Can't Create/Open Debug Logfile: Error No such file or directory"	Normal message during the boot sequence. Initializing of dongle.

Siemens AG
Medical Solutions
SP00-000.840.01.04.02
10.05
Page 21 of 46
CS SD 24
Event Log

Severity	Source	ID	Message Text	Status
I	ASP_MIX	9	MIXCO_Info Text: (running with VA13)	Database interface of Aspia to syngo® Versantd has been started successfully.
W	ASP_BSC	95	Received NACK for last telegram. (ID: Error AcsStatus: 31)	First attempt to access the X-ray system via ACS (one attempt)
E	ASP_BSC	4	Received unknown parameter for CU filter from ARM. (reset from ASM received)	The software module "Aspia State Manager" has been started successfully.
E	ASP_BSC	4	Received unknown parameter for CU filter from ARM. (set OptionState no cassette OK))	UROSKOP Access has been turned on.
W	ASP_XCU	4136	Generator has been turned on	The ACS link to XCU has been established, the Generator has been started successfully.
I	ASP_BIC	1	StateMachine Information Message	Up to 10 messages after ASP_XCU 4136 the imaging system has been successfully booted.

Service log files from ARCADIS systems

General

The imaging system provides four different types of log files.

1. SaveLog Service (Aspia)

   - Selected service-relevant log files
   - The ARCADIS imaging system automatically creates compressed SaveLog files with all service-relevant log files during system boot.
   - When the Aspia SaveLog file is created, a check is performed to determine whether the used hard disk space in C:\Aspia\Service\extract is less than 200 MB. If the limit of 200 MB is exceeded, the oldest files are deleted.

2. SaveLog Developer

   - Extended selection of log files for the development department
   - The Developer SaveLog files can be created manually if necessary. See description in the "Creating a SaveLog file" section of this chapter.
   - When the Developer SaveLog file is created, a check is performed to determine whether the used hard disk space in C:\Aspia\Service\extract is less than 200 MB. If the limit of 200 MB is exceeded, the oldest files are deleted.

3. Flight Recorder

   - When the system is started, the Flight Recorder is started. The Flight Recorder saves the current operating information of approximately the last 10 minutes (dependent on the system load) in a binary runtime file "ASP_FRC_Runtime". If a syngo® debug port crash occurs during operation, a dump file is generated by the Flight Recorder Runtime file.
   - If a Developer SaveLog is generated, both Flight Recorder file types are saved in the Developer SaveLog. It is not necessary to additionally save the Flight Recorder files in a service case.
   - When the Flight Recorder file is created, a check is performed to determine whether the used hard disk space of Flight Recorder file in C:\Aspia\ is less than 200 MB. If the limit of 200 MB is exceeded, the oldest files are deleted.

4. SaveLog syngo®

   - The standard syngo® SaveLog files can be created manually.
   - The SaveLog syngo® is not used.

Examples:

- Example of an Aspia SaveLog file:

   - SaveLog_Service_VB11A_YBFR001210_10000_20040113_0616
   - (SaveLog_Service_Software Version_computer ID_System Serial_Date_Time)

For technical reasons, the file extension .zip is not available for data transfer and must be added to the file when it is to be opened externally. Example: SaveLog_Service_VB11A_YBFR001210_10000_20040113_0616.zip

- Example of a Developer SaveLog file:

   - SaveLog_Developer_VD20L_YBFR003469_10000_20040202_0723

For technical reasons, the file extension .zip is not available for data transfer and must be added to the file when it is to be opened externally. Example:
SaveLog_Developer_VD20L_YBFR003469_10000_20040202_0723.zip

- Example of a Flight Recorder Crashdump file and Runtime file:
  - ASP_FRC_Crashdump_20040202_082250
  - ASP_FRC_Runtime

NOTE	**Do not add the ".Zip" extension in the extract folder, because the "Burn Logs" operation might be prevented.**

Create SaveLog files from remote

"Full access" rights are required to create SaveLog files via Remote Service. In addition, the customer must enable access to the patient data.

Initial action by the customer

Enable full access mode for remote service (customer)

- Customer selects via Options/Service Remote Service.
- Select "Full access" and apply.

Fig. 8:   Patient data access

The customer can no longer work on the system unless Full access is set to No access or Limited access (permanent).

⇨ Patient data access: disabled

"Allow patient data access" can be selected only after a request from Remote.

Initial action by the remote service person

- Log into the imaging system from remote.
- Select Utilities/ Escape to OS.
- Select your requested SaveLog file from the command line.
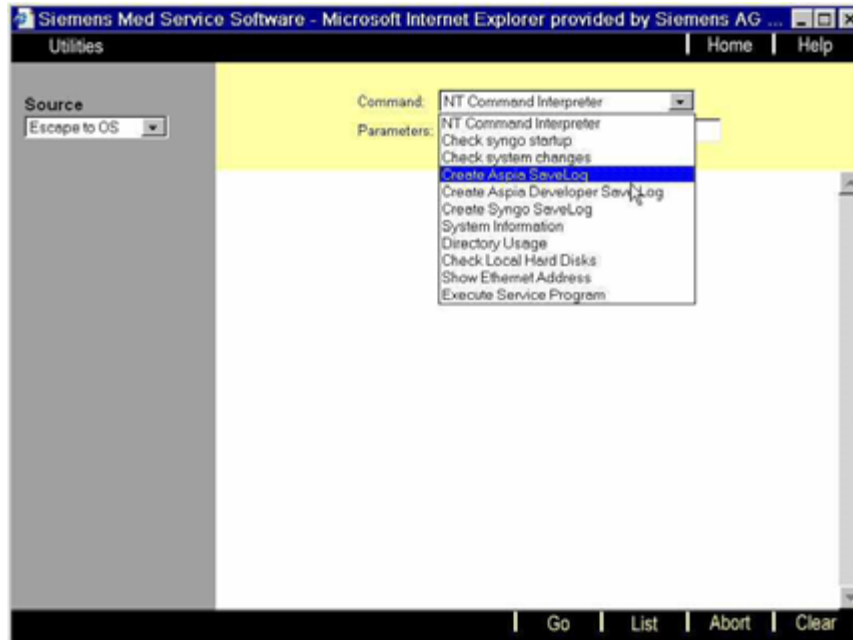

Fig. 9: Create Service Save Log

- Click Go again to start the SaveLog creation routine.

  ➭ The requested SaveLog is created. After approx. 2 minutes, the following message appears:

Fig. 10: Save Log message

26   Creating service log files from ARCADIS systems
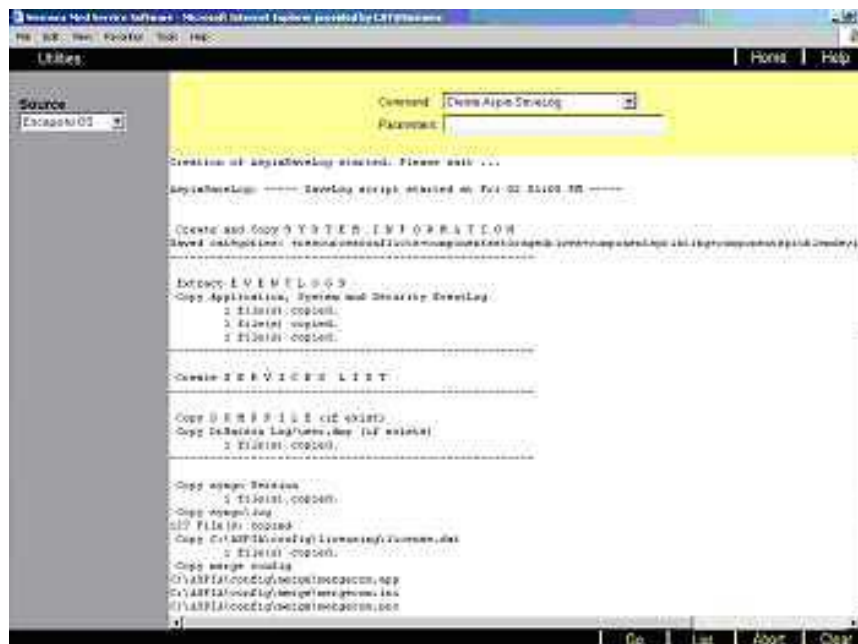
Content of service SaveLog file

- The compressed service save log file contains the following log files.
  - Application event log
  - System event log
  - Configuration files
  - System logs
  - License information

Location of all SaveLog files

All generated SaveLog files are stored in C:\aspia\service\extract.

- Log into Local Service or Remote Service.
- Select "Reports".
- Select "Extract Files".

All system log files and saved log files created by the system are visible.

E.g. SaveLog_Service_VB11A_YBFR001210_10000_20040113_0616

Creating a SaveLog file or SaveLog Developer file

NOTE	**A reboot of the system causes a "SaveLog file" to be generated. An older version of a "SaveLog file" with the same datestamp will be overwritten.**

Usage 1:

To create a Service SaveLog file, press **Ctrl+Alt** (on the right)**+S** simultaneously.

⇨ The **Developer Savelog file** is also generated.

Usage 2:

Create a SaveLog file from the service software

- Log into Local Service or Remote Service (see "Create SaveLog files from remote" in this chapter).
- Select "Utilities".
- Select "Escape to OS" from the selection bar
- Select, depending on your request:
  - "Aspia SaveLog" for Service Save log files or
  - "Create Aspia Developer SaveLog" for Developer log files

"Create syngo® SaveLog" is not used for standard system log files.

- Click Go to create the requested SaveLog file.
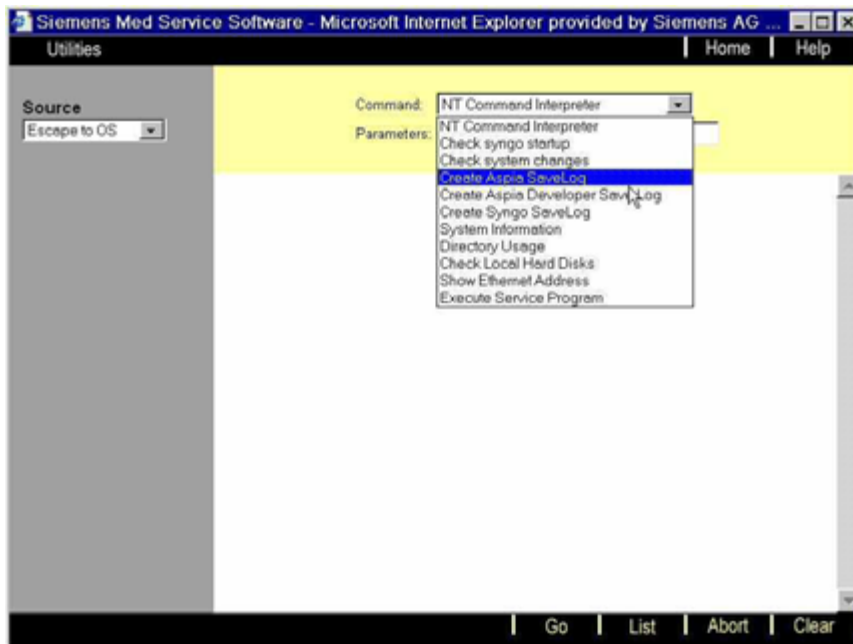
Fig. 11: Create Service Save Log

Usage 3:

See the "Burn Log-Files to CDR" section of this chapter.

Burn Log-Files to CDR

- Log into Local Service.
- Select the Event Log.
- Insert a blank CD-R into the CD drive.
- Click on the "Burn Log-Files" button.
  - ⇨ A new current Service SaveLog including the event log is generated and all files from the folder C:\Aspia\Service\extract are saved to CD-R. This may take some time.
  - ⇨ The **Developer Savelog file** is also generated.

Siemens AG
Medical Solutions

SP00-000.840.01.04.02
10.05

Page 27 of 46
CS SD 24
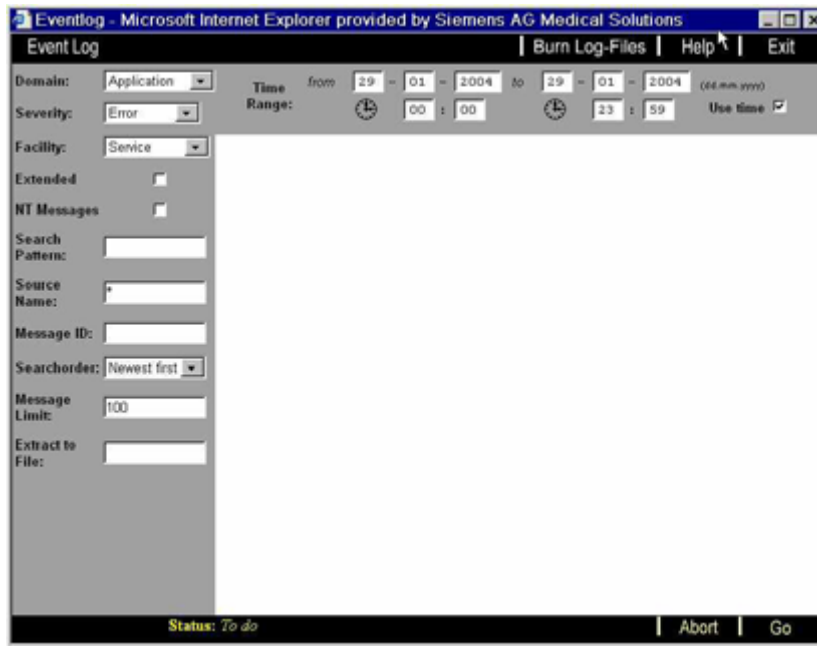
Event Log

Fig. 12:   Event Log tool

Contents of the created CD

In the Service Software/ Main menu:

- Select "Reports/ Extract Files".
  - ⇨ All available files from the folder "Extract Files" (C:\Aspia\Service\extract) are copied to CD-R.

Important messages from the imaging system

General

A new feature in the event log is the "TicketId".

The "TicketId" is generated for certain events and is also displayed in the event log.

The "TicketId" of an event allows you to trace back to the original event. See also the section on "Troubleshooting with TicketId" in this chapter.

Ticket Id

The "TicketId" is located below the date of an event and is an extension of the Extended Messages.

A "TicketId" is issued if an event in your procedure triggers a request that remains unanswered. This "TicketId" is included with all events involved in the procedure.
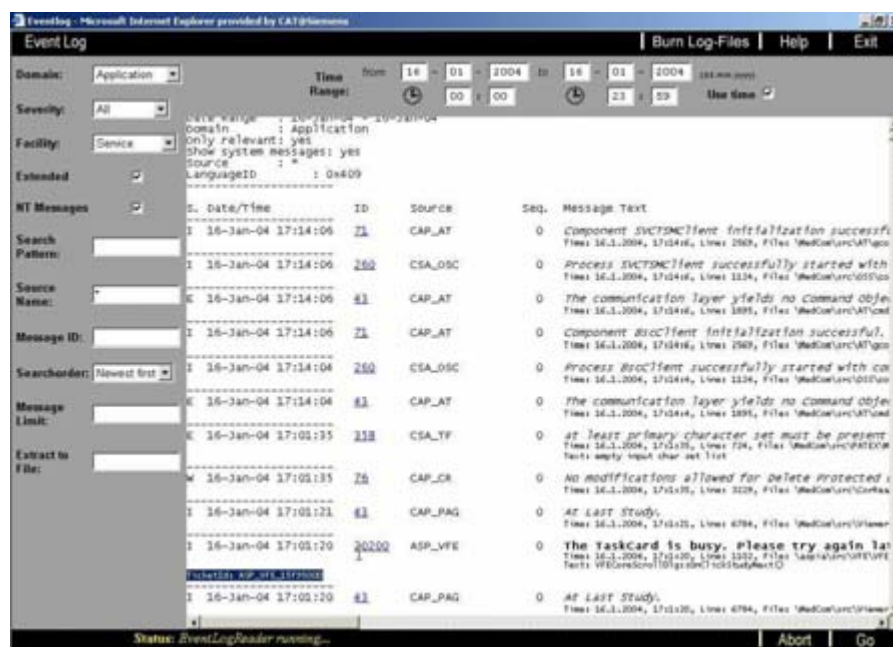
Fig. 13:   Ticket ID in the Event Log data

Important sources from the imaging system

The following list specifies the most important source messages.

Depending on your own requirements and the specific system problem(s), you must filter the event messages based on the source name of the event log (e.g. ASP_MSY, see chapter on event log to find out how to use source names for a filter).

All other source messages not listed here are important only for the development department.

Source	Explanation
ASP_MSY	Messages from Main System (Varic / Orbic)

Siemens AG
Medical Solutions
SP00-000.840.01.04.02
10.05
Page 29 of 46
CS SD 24
Event Log

Source	Explanation
ASP_MSP	Messages from Main System (Avantic)
ASP_NTD/TCI/TCA/ TSM/TCA/COB	Messages from Main System (Orbic 3D)
ASP_FIS	Messages from Image Chain, also Graphics Display Manager
ASP_ASM	Messages from Aspia State Manager
ASP_MIX	Med Com Import/Export, Data exchange Aspia syngo® (Versantd)
ASP_BSC	Messages from image system, task information
ASP_CMN	System shutdown messages
MSSQLSERVER	System start message from syngo® Versantd data-base, only if "NT Messages" is selected in the event log
CAP_AN	Messages from archive to network, local and CD

Also refer to the chapters on "Imaging system source table" and "syngo® source table".

Troubleshooting tip

- Check the system when it starts and how many times it is rebooted each day. (See "Boot table of imaging system" in this chapter)
- Database messages
    - ⇨ MSSQLSERVER_XXX (syngo® message)
- Burning CDs or network messages (syngo® message)
    - ⇨ CAP_AN_XXX
- Main System message (ARCADIS Varic / Orbic)
    - ⇨ ASP_MSY_XXX
- Main System message (ARCADIS Avantic)
    - ⇨ ASP_MSP_XXX
- Image chain messages
    - ⇨ ASP_FIS_XXX and ASP_BIC_XXX
- 3D Message (ARCADIS Orbic)
    - ⇨ ASP_TCI_XXX
- System message (Imaging System or Main System)
    - ⇨ ASP_XXX_XXX

Troubleshooting with TicketId

General

In the process handling of the imaging system, the process requests are acknowledged by the addressee. If there is no confirmation of receipt, a "TicketId" is issued and included in all processes involved.

If a "TicketId" is available in the event log for an event, the earliest event with the identical "TicketId" must be evaluated as the original event.

The original event has priority in the troubleshooting process in the event log of the imaging system.

Searching with identical TicketId's in the event log

Prerequisite

"TicketId"s are issued for error, warning and information messages. Therefore a complete event log should be available without restrictions when searching to determine how often a "TicketId" occurs.

- Create an event log as described in the "Creating an event log file" chapter.
- Select a "TicketId" with the mouse.

Fig. 14: Ticket ID in the Event Log data

- Copy this string with the key combination CTRL+C.
- Open the search function with CTRL+F.

Fig. 15: Find Ticket ID

- Via CTRL+V copy the "TicketId" into the find line and click on Find Next.

If available, the next event with the identical "TicketId" is displayed.

- Repeat the search function until no further events are found with the identical "TicketId".

Shutdown and boot sequence of the imaging system

The boot and shutdown sequences of the imaging system of the ARCADIS system can be followed via the switch "System Messages on" in the event log. This allows you to determine whether the imaging system is booting up and shutting down correctly.

Since it is not possible to list all start and stop events, the tables below contain the most important events in chronological order.

Various error messages from network services (e.g. HIS/ RisServer failed) are possible that are not listed here and are generally not significant.

Shutdown table of the imaging system

Severity	Source	ID	Message Text	Status
W	ASP_USR	10	Shutdown	Shutdown
W	ASP_ASM	59	The connection to the main system has gone down.	The off switch was actuated, the shutdown sequence is initiated.
I	ASP_ASM	71	ASM expects state change.	Various shutdown messages.
I	CAP_AT	70	Component ....terminated successfully	Various shutdown messages.
I	MSSQLServer	17055	SQL Server terminating because of system shutdown	Last shutdown message from the database

Boot table of imaging system

Severity	Source	ID	Message Text	Status
I	MSSQLSERVER	17055	Microsoft SQL Server 2000 -......	System has been switched on, the boot process is started
I	Versantd	0	No message text found! The following insertion string(s) are used, "Versantd: Network Services updated the Registry"	System has been switched on, the syngo® boot process is started
I	MSSQLSERVER	17055	......	Various initialization messages of the database
I	CSA_LM_FLEXLM	3	FLEXlm error: No such feature exists Feature: CAP3D....	Various possible messages of the software license installation

Severity	Source	ID	Message Text	Status
I	CAP_AT	71	Component .....initialization successful	Various software modules have been started successfully
I	ASP_ADB	0	The application database started successfully	Information of database
I	ASP_BIC	1200	Change state from class STATEStartupInProgress to class STATEStartupFinished	Success Message of Image Chain
W	ASP_MSG	4	X-ray not ready	Normal message during boot-up
I	ASP_BSC	108	BSC Success Message. Host connection true.	BSC success message
I	ASP_MSY (MSP)	4100	Startup with image system completed	Startup of the system successful

Siemens AG
Medical Solutions

SP00-000.840.01.04.02
10.05

Page 33 of 46
CS SD 24

Event Log

Export an image to CD-ROM

NOTE	**This subchapter only applies to UROSKOP Access.**

General

To save a patient image to send to USC or HSC, you need to export this image from the patient browser to the CD burner.

Export the image

- Open the patient browser from the Application menu.
- Select the image thumbnail from the patient in question or load the image into the viewer.
- Select **Transfer** from the menu bar.
- Select **Export to**.
  - ⇨ The **Export** window allows you to select the CD burner.
- Select the CD burner.
- Confirm with **OK**.

Saving an image for export

NOTE	The following supchapter does not apply to UROSKOP Access.

General

To save a patient image to send to USC or HSC, you need to copy this image from the patient browser to the ImageExport folder. The backup of the ServiceLogFilesExport saves the content of the ImageExtract folder to CD-ROM.

Prerequisite

The import / export function of the service software must be configured. See also the configuration instructions for the relevant product.

Examples from Local Service/ Configuration/ ImportExport Directories:

- Enter host name: see Configuration/ Local Host/ TCP/ IP/ Computer Name
- Enter TCP/ IP address: see Configuration/ Local Host/ TCP/ IP/ IP address of system
- Select logical HD device: define new
- Enter logical name: DICOMTools
- Enter path: C:\<medhome>\service\dst\img

The name <medhome> varies depending on the product: for UROSKOP Access <medhome>=Aspia; ARCADIS systems <medhome>=Aspia; Digiscan M <medhome>=ASCR; Mammomat NovationDR <medhome>=AWS

Saving an image to export:

- Open the patient browser from the Application menu.
- Select the image thumbnail from the patient of interest or load the image into the viewer.
- Select Transfer from the menu bar.
- Select Export to offline.

The Export window allows you to select a path.

- Select the path C:\<medhome>\service\dsr\img

The name <medhome> varies depending on the product: for ARCADIS systems <medhome>=Aspia; Digiscan M <medhome>=ASCR; Mammomat NovationDR <medhome>=AWS

Do not change the DICOM format.

- Click OK.

The next time you back up the "Service Log Files Export" package, the image is saved to CD-ROM, as described in the "Copy LogFiles to CD" chapter.

Source table

General

All source messages described in this chapter are normally used by the development department. This chapter explains all messages in detail.

Imaging system

Front end source table

Source	Description	Information	Service	Devel-oper
ASP_AFE	Acquisition front end	Image system message, SW module for live image, LIH, ACQ data and generator parameter	x	x
ASP_AFX	Acquisition front end extension	Image system message, SW module to provide and manage menus and button for acquisition		x
ASP_VFX	Viewer front end extension	Image system message, SW module for client object, browser and viewer		x
ASP_GCI	Generator con-trol interface	Image system message, SW module generator interface, com-munication with BSC module		x
ASP_RFE	Reference front end	Image system message, SW module reference taskcard and reference image		x
ASP_RFX	Reference front end extension	Image system message, SW module reference extension to provide client object, browser, viewer		x
ASP_VFE	Viewer front end	Image system message, SW module viewer taskcard monitor A		x

Source	Description	Information	Service	Devel-oper
ASP_NFE	Native front end	Image system message, SW module native taskcard monitor B during acquisition of native images and "dual channel paging"		x
ASP_MFE	Message front end	Image system message, user messages are visible on monitors 1 and 2, communication with MBE SW module	x	x

Configuration applet

Source	Description	Information	Service	Devel-oper
ASP_ECA	Exam set config-uration applet	Image system messages, Exam-Set front end program editor, communication with ECB SW module		x
ASP_VCA	Viewer configu-ration applet	Image system message, SW module viewer configuration applet and application monitor A		x

Back end

Source	Description	Information	Service	Devel-oper
ASP_ABE	Acquisition back end	Image object message, SW mod-ule command object acquisition		x
ASP_VBE	Viewer back end	Image system message, SW module command object viewer		
ASP_NBE	Native back end	Image system message, SW module native taskcard "Dual Channel Paging"		
ASP_RBE	Reference back end	Image system message, SW module to manage Reference Images		

Source	Description	Information	Service	Developer
ASP_ECB	Exam Set configuration back end	Image system message, back end from ECA SW module, communication with ADB SW module		
ASP_USM	UI state machine	Image system message, SW module to manage user interface component		x

Central components

Source	Description	Information	Service	Developer
ASP_ADB	Aspia database	Image system message, handling of data to imaging system internal, such as exam sets, configuration settings, interface data access to SQL databases		x
ASP_MBE	Message back end	Image system message, SW module for back end error, warning and information messages, communication with MFE SW module		x
ASP_ASM	Aspia state manager	Image system messages, back end Aspia SW module, manage operating condition, startup, active patient acquisition, checks network connection, archive, checks whether or not X-ray is possible	x	x
ASP_BCC	Behavior control component	Image system messages, controller of several tasks		x
ASP_BSC	Back end system control	Images system messages, communication system control, communication to XCU SW module	x	x
ASP_MIX	Medhome import/export	Image system messages, Aspia data exchange and Versant database, set attributes for data Dicom, study, series, images, loading of patient, image data to syngo®	x	x
ASP_CMN	Central manager	Shutdown procedure messages	x	x

Source	Description	Information	Service	Devel-oper
ASP_USR	User	Certain user activity messages		
MSSQLSer ver	SQL Server	Messages from the SQL Data-base Server		x

Image chain

Source	Description	Information	Service	Devel-oper
ASP_BIC	Back end image chain	Image system messages, con-trol of hardware initialization, shutdown, X-ray on, mode change, provide DICOM informa-tion, series time limits, fatal error, connection to DSP board cam-era, create pixel file name, inter-face to MIX, ASM SW module; disk space check	x	x
ASP_DIS	DSP image chain	Image system messages from hardware (UROSKOP Access)	x	x
ASP_FIS	FPGA image chain	Image system messages from hardware (ARCADIS systems)	x	x
ASP_IDT	Image disk trans-fer	Image system messages, SW module to save pixel data to disk, from scene, single-shot, commu-nication to IQM SW module (UROSKOP Access)		x
ASP_IQM	Image queue manager	Image system messages, SW module for shared RAM, commu-nication to DIS SW and IDT mod-ules, dynamic memory allocation (UROSKOP Access)		x
ASP_SBE	Storage back end	Image system messages, low storage space warning if space on disk is getting low; check disk space before acquisition (URO-SKOP Access)		x

Siemens AG
Medical Solutions

SP00-000.840.01.04.02
10.05

Page 39 of 46
CS SD 24

Event Log

3D components

Source	Description	Information	Service	Devel-oper
ASP_TFE	3D front end	Image system messages, monitor B acquisition dialog, patient orientation, C-arm navigation, scan rate		x
ASP_TBE	3D back end	Image system messages, control of TFE SW module		x
ASP_TSM	2D state machine	Image system messages, control of 3D function, scan calibration		x
ASP_TCI	3D CAN interface	Image system messages, motor interface, command converting to CAN-Bus		x
ASP_TNA	3D navigation	Image system messages, back end to navigation station, start scan, scan calibration		x
ASP_TRN	3D reconstruction	Image system messages, back end of 3D image reconstruction		x
ASP_TCA	3D calibration	Image system messages, back end calibration		

Service

Source	Description	Information	Service	Devel-oper
ASP_SVC	Service	Service messages	x	x

Main systems

UROSKOP Access

Source	Description	Information	Service	Devel-oper
ASP_SCU	System control unit	Messages from UROSKOP Access	x	x

Source	Description	Information	Service	Devel- oper
ASP_XCU	X-ray control unit	Messages from X-ray system controller	x	x
ASP_GEN	Generator	Messages from Polydoros SX 65/ 80 generator	x	x

ARCADIS systems

Source	Description	Information	Service	Devel- oper
ASP_MSY	System control unit	Messages from main system ARCADIS Varic/Orbic	x	x
ASP_MSP	System control unit	Messages from main system ARCADIS Avantic	x	x

Digiscan M

Source	Description	Information	Service	Devel- oper
ASP_MCR	System control unit	Messages from acquisition work- station	x	x

MAMMOMAT Novation^{DR}

Source	Description	Information	Service	Devel- oper
ASP_AWS	System control unit	Messages from acquisition work- station	x	x

Source table

General

All syngo® source messages described in this chapter are normally used by the development department. This chapter explains all messages in detail.

syngo® CSA source table

Source	Description	Information	Service	Developer
CSA_DB	Database	Messages from Versantd database software module.		x
CSA_ERH	Error handler	Messages from error handler software module.		x
CSA_ERR	Error	Messages from Logging Component ERROR software module.		x
CSA_GRA	Graphic module	Messages from graphic software module.		x
CSA_GSI	Graphic user interface	Messages from graphic user interface software module. Loading of look-up tables.	x	x
CSA_HC	Hardcopy	Messages from hardcopy software module.	x	x
CSA_HRI	HIS RIS	Messages from HIS/RIS server software module.		x
CSA_MPP	Modality performed procedure step	Messages from modality performed procedure step software module.		x
CSA_OSC	Operating system channel	Messages from syngo® access to the operating system.		x
CSA_PM	Permission module	This software module checks the consistency and authorization of data before writing it to the Versantd database.		x
CSA_REP	Report module	Messages from report module. E.g. autoreport task.		x
CSA_TFS		Messages from image transformer software module.		x
FLEXlm	License manager	Messages from license manager.	x	x

syngo® source table 43

syngo® CAP source table

Source	Description	Information	Service	Devel-oper
CAP_AN	Archive network	Messages from archive software module to network, local, image on media (IMA).	x	x
CAP_AT	ACE task	Messages from syngo® ACE task software module.		x
CAP_CR	Correction and rearranging	Correction and rearranging of patient data. Access to the Versantd database, close task, close database, shutdown process.		x
CAP_FL	Filming	Messages from "filming jobs" software module.		x
CAP_PAG	Page	Messages from Versantd patient database.		x
CAP_PB	Patient browser	Messages from patient browser software module.		x
CAP_PR	Preregistration	Messages from preregistration software module, access to Versantd database.		x
CAP_SU	Service user interface (UI)	Messages from service control platform software module. Control of remote access mode.		x
CAP_VWR	Viewer	Messages from Viewer module		x

syngo® Versant source table

Source	Description	Information	Service	Devel-oper
Versant	Versant	Messages from syngo® Versantd database	x	x

Siemens AG
Medical Solutions

SP00-000.840.01.04.02
10.05

Page 43 of 46
CS SD 24

Event Log

Copying files to CD

Principle of copying files to CD

The syngo® backup function is used for copying or burning data files to CD. To be able to back up certain files using the backup and restore function, you need to create a new backup package in Local Service/ Configuration.

Prerequisite

A CD burner must be installed and configured. Refer to the product configuration description for syngo® offline devices to find out how to configure a CD device.

Creating a new backup package

NOTE	**This subchapter does not apply to UROSKOP Access because a backup package, called "XBurner-Package", is created with every single installation of the imaging system software VA14X.**
	This subchapter does not apply to ARCADIS sytems because a backup package is created with "Burn Logs" and stored under C:\Aspia\Service\Extract.

To burn log files to CD at a later stage, you have to create a new backup package.

- Select Local Service/Configuration/ [Backup/Restore]
- Enter a new package name in the blank line above: ServiceLogFilesExport
- Click add

The new package name is displayed in the Package List box and is selected.

- Select Package Local.
- Define the directory or file names in the blank line "file & dir" one after the other. Wildcards (*) are also possible, e.g. C:\aspia\log*
  - C:\<medhome>\Log
  - C:\<medhome>\Service\Extract
  - C:\<medhome>\Service\html\Report
  - C:\<medhome>\Service\html\GFX
  - C:\<medhome>\service\dst\img

The name <medhome> varies depending on the product: for ARCADIS systems <medhome>=Aspia; Digiscan M <medhome>=ASCR; Mammomat NovationDR <medhome>=AWS

- Click add after each entry.

The new file or path selection is now visible in the files & directories list box.

Event Log

SP00-000.840.01.04.02
10.05

Page 44 of 46
CS SD 24

Siemens AG
Medical Solutions

Fig. 16: Service Backup configuration

• Click Save.

Back up your created package to CD.

• Select Local Service/ Backup & Restore

• Under Command: select Backup.

• Select the CD-R drive.

• Select your own created backup package, e.g. ServiceLogFileExport.

• Click Go.

The backup process to CD will be started!

• After you have completed the backup, check your CD with the stored log files.

The configured ServiceLogFilesExport package is stored on CD compressed as file type "*.ar". You can use the syngo® arviewer.exe to read or extract these files. For more details, contact TD HSC 24 or your local USC.

Siemens AG
Medical Solutions

SP00-000.840.01.04.02
10.05

Page 45 of 46
CS SD 24

Event Log

Chapters 1 -11 are mated to the topical system software versions.

Chapters 2, 6, 7 and 9 are supplemented with the ARCADIS Avantic system.